



NOTIFICATION OF DISPUTED CHARGE

Member Name: _____ Debit card number: _____

Transaction Information

(If more than one charge is in dispute, please provide a list specifying the information below for each charge)

Merchant Name: _____ Location: _____
(City, State)

Transaction Date: _____ Amount: \$ _____

I am disputing the transaction(s) in question because of the following reason(s):

- The transaction(s) was unauthorized*. No one authorized to use this account signed for or participated in the transaction(s).

* If transaction(s) is unauthorized, please indicate card status (check one):
 Lost Stolen Card still in account holder's possession
 If cardholder is still in possession of card, is counterfeit card use suspected? Yes No

- The charge(s) was paid by another means. Enclosed is a copy of the cancelled check or cash/credit receipt.
- The amount signed for on the sales draft differs from the amount billed on the monthly statement. Attached is the copy of the sales receipt.
- The transaction was authorized and then canceled. A credit voucher was issued (copy attached), but the credit has not posted to my account. If no credit voucher was issued, please explain the merchant's response to the cancellation/return.
- I have been billed multiple times (2 or more) for the same purchase. The original charge posted to my account on _____.
- I placed an order with the merchant above. I have not received merchandise which I expected by _____. I have contacted the merchant for credit but no credit has posted to my account.
- I cancelled this recurring charge with the merchant on _____. The cancellation number provided to me is as follows: _____.
- I cancelled this recurring charge with the merchant on _____. No charges after this date are authorized from this merchant.
- I received merchandise different from what I ordered. Attached is a detailed letter explaining what was expected from the merchant, what was received, and that an attempt to return the merchandise was made.
- I did not receive cash from the ATM _____
(location)

Member Signature _____

Date _____

Telephone # _____

E-mail address _____

ATTACH COPIES OF ALL RELATED DOCUMENTATION TO THIS FORM

If additional room is required to describe your dispute, please use the back of this form.